

# Telephone Service Center Telenews

Tenth edition

August-September, 2005

**IT**  
**INFORMATION**  
**TECHNOLOGY**  
**DIVISION**

## Desktop Phone Validation Starts in November

Based on Lab desktop telephone bills from August to October 2005, the Information Technology Division will begin requiring selected users to validate their outgoing calls starting Nov. 1. Two percent of Lab telephones will be randomly selected to validate an itemized phone bill, and indicate any non-business calling. Reimbursement for these calls will be required if it reaches a \$25 quarterly threshold. After Nov. 1, desktop validation will be ongoing using the most recent quarterly phone bills. The RPM (9.02(A)(2)) states that Lab desktop telephones are for business use only. Read FAQs at <http://www.lbl.gov/CIO/Policy/9.02-Validation/9.02-Validation.FAQ.html>. Contact Telephone Services (x7997) for more information.

## Reduction in Long Distance Rates

FY06 rates will reflect a reduction for long distance calling. Domestic long distance will be reduced from \$.21 to \$.15 per minute. The first minute of local calling was reduced earlier in the year, while additional minutes will be reduced from \$.11 to \$.08 per minute. International calling rates will be reduced by 60%.

## Don't Forget

The Laboratory will no longer be managing and paying for residential high speed remote access. If you wish to maintain service, transition to a personal carrier is required by September 30, 2005.

## Have You Heard the Rumor?

You may have heard the rumor that cellular service providers are making their phone list available to telemarketers and that you should register your cell phone with the National Do Not Call Registry.

Currently FCC regulations prevent cellular service providers from compiling a cell phone directory or to sell their database. Phone book publishers are not allowed to publish cell phone numbers unless it is requested by the user.

Cellular providers do not have plans to sell their customers numbers. Providers are aware that this would anger customers, and would increase the porting of their service to other cellular providers that don't sell their databases.

If you wish to register your home number, visit [donotcall.gov](http://donotcall.gov). Registering on-line will require a valid email address and you are only able to register 3 numbers per email address. This registry will not prevent autodialers or spammers from contacting you.



## Cingular TDMA Users to Change to GSM Service

Over the next quarter, Cingular TDMA users will be contacted by TSC to transition to GSM service. The user will be able to choose between two free phone models. The one-time \$25 equipment processing fee will be waived.



### Special Interest:

- **Desktop Validation**
- **National Do Not Call**
- \* **FY06 Rates**

### Next Edition:

*Up & Coming Services*

### TSC Contacts:

**General Questions-**  
Telephone Service Center -7997  
**Acct. No. Changes-**  
Terry Munoz -6434  
**Calling Cards-**  
Terry Munoz -6434  
**Cellular Service/Equipment-**  
Idams Lee -4966  
**Customer Billing-**  
Rachel Norton -5674  
**Pagers-**  
Operator - "0" or -7997  
**Repair-**  
Telephone Service Center -7997  
**Telenews Comments or Suggestions-**  
Janice Smith -5778  
**Telephone Adds/Moves/Changes-**  
Inda Tripp-Sopher -6442  
**Voice Mail-**  
Charlene Stovall -6170

# TSC RECHARGE RATES FOR FY 2006

## Lines

Telephone line	\$30.00/month
DID extension number	\$6.00/month
Measured Business Line – residence	\$25.00/month*
Measured Business Line – LBNL	\$27.00/month*
Dedicated Wire Pairs Point to Point	
- both ends in same building	\$1.00/month
- ends in different building	\$2.00/month

\*approximate, includes Campus or Pac Bell charges

## Telephone Equipment

STE (for faxes, modems)	\$4.00/month
ITE4	\$2.00/month
ITE12 w/speaker	\$8.00/month
ITE12 w/speaker & display	\$12.00/month
ITE30 w/speaker & display	\$30.00/month
Conference phone (Stealth)	\$50.00/day
External bells	\$4.00/month
Headsets	\$136-\$240/one-time

## Voice Mail

Voice mailbox w/telephone	no charge
Voice mailbox without telephone	\$11.00/month
Visual Messenger/Web .messenger	\$7.50/one-time

## Usage Fees

Calling Card (domestic)	\$0.14 set up/call
Calling Card usage (domestic)	\$0.05/minute
Calling Card (international)	\$1.20 set up/call*
Calling Card usage (international)	\$varies/minute
Domestic long distance	\$0.15/minute
Local calling	\$0.14/first minute
	\$0.08/additional minute

\*varies

## Cellular

Cellular	\$16.99/month*
Usage	\$varies/minute*

\*various calling plans are available

## Pagers\*

Local	\$6.51-\$10.83/month
Statewide	\$7.59-\$11.91/month
Nationwide	\$21.31-\$24.55/month

\*see <http://tscweb.lbl.gov/> for individual service packages

## Customer Service Consultation

Customer Service Consultation	no charge
Special Projects Consultation	varies/hour

## Moves, Adds, Changes (MACs)

Add/delete extensions	\$50.00/each
Set type change	\$65.00/each
Moves	\$100.00/each
Technician (special projects)	\$55.00/hour
Installs	\$100.00/each
Disconnects	no charge
Cable pulls	\$400.00/each*
Switch Software Change	\$7.50/each

\*includes cost for installing, changing, or moving equipment

## Special Services

Video Conferencing Room	\$68.00/hour
Video Conferencing Usage	\$0.15/minute/channel
Video Conferencing Portable Unit	\$40/hr. or \$256/day
Video Conferencing Portable Set-up fee	\$68.00/hour

Conference Calling – set up  
Conference Calling usage  
Local and City directories

no charge  
\$0.20/minute/user\*  
varies

\*usage billed to conference requester

**For more information, Visit TSC's  
home page at  
<http://tscweb.lbl.gov/>**